

Unit Title

LA17 Design information materials for use in the service

Summary

This Unit is for you if you are responsible for, or contribute to, designing and writing information materials that support the provision of legal information and advice. Information materials may use text and graphics and may be produced in a variety of formats to meet the needs of the target audience. The design of information materials will depend on the nature and purpose of the information and the nature and needs of the clients for whom it is intended.

The Unit requires you to:

- Identify the objectives of the information materials
- Obtain information for inclusion in the information materials
- Design the format of the information materials
- Create text and graphics for the information materials
- Edit the information materials

There are 5 elements:

No	Title
LA17.1	Identify the objectives of the information materials
LA17.2	Obtain information for inclusion in the information materials
LA17.3	Design the format of the information materials
LA17.4	Create text and graphics for the information materials
LA17.5	Edit the information materials

This Unit has been imported from the National Occupational Standards for Advice and Guidance, Unit AG20, revised December 2005, managed by ENTO. It has been tailored in the format agreed for the NOS for Legal Advice.



Element**LA17.1 Identify the objectives of the information materials****Performance Criteria**

To meet the standard, you must be able to:

- 1 Obtain suitable information on the overall needs for the information materials
- 2 Identify the purpose and scope of the information materials
- 3 Identify the different clients using the information materials
- 4 Confirm the particular needs of different clients
- 5 Confirm the life cycle of the information materials
- 6 Obtain other related information materials that have an impact on the work

The skills you will need to enable you to deliver the service effectively are

- research
- analytical
- writing
- proof reading
- presenting information
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know:

- a) The different methods are for obtaining information materials
- b) What types of information materials are required
- c) What the objectives are of the information materials
- d) Who is likely to use the information materials
- e) Who can provide information on users
- f) How clients' needs are likely to differ from each other
- g) How the information materials will be used throughout their life cycles
- h) The different life cycles that different types of information materials have
- i) What other information materials might be relevant

Element**LA17.2 Obtain information for inclusion in the information materials****Performance Criteria**

To meet the standard, you must be able to:

- 1 Determine the methods that should be used for obtaining the information
- 2 Access the relevant information sources using the appropriate procedures
- 3 Confirm the validity of the information
- 4 Obtain the information using the specified methods
- 5 Protect the information sources according to agreed procedures
- 6 Identify any problems with obtaining the information
- 7 Record the information accurately in the appropriate systems

The skills you will need to enable you to deliver the service effectively are

- research
- analytical
- writing
- proof reading
- presenting information
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know:

- a) The different methods that can be used for obtaining different types of information
- b) What the procedures are for accessing information
- c) The difficulties that can occur when obtaining information
- d) How to decide whether the information obtained is valid
- e) Why it is important to use the agreed methods of obtaining information
- f) Why it is important to protect the information sources
- g) What types of problem could occur
- h) What actions can be taken to address them
- i) Why it is important to address problems
- j) What the implications are of not addressing the problems
- k) What the systems are for recording information and the procedures that relate to the use of these
- l) Why it is important to use the systems

Element**LA17.3 Design the format of the information materials****Performance Criteria**

To meet the standard, you must be able to:

- 1 Identify the components of the information materials that will be used for delivering the content
- 2 Determine the structure of the information materials so that it effectively delivers the content
- 3 Select the most appropriate style to enhance the effectiveness of the information materials
- 4 Exchange information on the design of the information materials with the relevant people
- 5 Ensure the design achieves the specified objectives of the information materials
- 6 Record information on the design in the appropriate systems

The skills you will need to enable you to deliver the service effectively are

- research
- analytical
- writing
- proof reading
- presenting information
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know:

- a) What the components of the information materials are
- b) How the components of the information materials relate to each other
- c) The content that is being delivered in the information materials
- d) How to structure information materials
- e) Which styles could be used in the information materials
- f) How styles have been used before in the information materials
- g) Who requires information on the designs of information materials
- h) What the objectives of the information materials are
- i) The systems are for recording designs and the procedures relating to them
- j) Why it is important to use the systems

Element**LA17.4 Create text and graphics for the information materials****Performance Criteria**

To meet the standard, you must be able to:

- 1 Obtain all relevant details that should be incorporated into the text or graphics
- 2 Produce text or graphics to effectively convey the required content
- 3 Select a vocabulary that is suitable to the clients of the information materials
- 4 Ensure the text or graphics is free from errors according to the agreed procedures
- 5 Produce text or graphics in the formats required in the information materials
- 6 Record the text or graphics in the appropriate systems

The skills you will need to enable you to deliver the service effectively are

- research
- analytical
- writing
- proof reading
- presenting information
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know:

- a) What details are included in text and graphics
- b) How to incorporate them into text or graphics
- c) How to use text or graphics
- d) Who the clients of the information materials are
- e) What different vocabularies are suitable for clients
- f) What types of error can occur in text or graphics
- g) Which formats should be used in the information materials
- h) What the systems are for recording text or graphics and the procedures relating to the use of these
- i) Why it is important to use the systems

Element**LA17.5 Edit the information materials****Performance Criteria**

To meet the standard, you must be able to:

- 1 Identify any aspects of the information materials that require particular attention
- 2 Ensure all the components of the information materials are contained and placed in the correct position
- 3 Identify correctly any inconsistencies and inaccuracies
- 4 Identify improvements to remove any inconsistencies and inaccuracies
- 5 Identify any legislation, codes of practice, guidelines and ethical requirements that are relevant to the information materials
- 6 Amend correctly any non-compliance with the relevant legislation, codes of practice, guidelines and ethical requirements
- 7 Record information on the edited information materials in the appropriate systems

The skills you will need to enable you to deliver the service effectively are

- research
- analytical
- writing
- proof reading
- presenting information
- recording and storing information

Knowledge and Understanding

To meet the standard, you must know:

- a) Which aspects of the information materials might require particular attention
- b) How the different components of the information materials should relate to each other
- c) How the components of the information materials should be structured
- d) What types of inconsistencies and inaccuracies could occur in the information materials
- e) What improvements could be made to the information materials
- f) The relevant national, local, professional and organisational requirements relating to equal opportunities, discrimination, health and safety, security, confidentiality and data protection
- g) Why it is important to comply with different requirements and the consequences of non-compliance
- h) How to obtain information on the requirements
- i) Why it is important to amend them
- j) What the systems are for recording amendments and the procedures relating to the use of these
- k) Why it is important to use the systems